



RBLI

Improving lives every day

Apprenticeship learner and employer complaints procedure

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Summary

Royal British Legion Industries (RBLI), staff work in partnership with learners and their employers to meet their training and development needs. The aim of this document is to clarify the procedure in which RBLI will look to deal with complaints from individuals engaged with the organisation in order to deal with their concerns promptly and appropriately.

RBLI Safeguarding and Prevent policies will take precedence over this policy to ensure the protection of young people and vulnerable adults that may be engaged in RBLI apprenticeship and training programmes.

This procedure is given to apprentices and employers at engagement and re-enforced through Information, Advice and Guidance sessions and is communicated to learners and apprentices as part of their induction to a RBLI apprenticeship or training programme. The policy will be on display at all of our sites, incorporated into learner handbooks and available via the RBLI skills website.

All staff will be trained in how to effectively and promptly deal with complaints, including the recording process, and how to fully implement this procedures as part of their induction training. Partners and Employers with who we work with to deliver specialist elements of apprenticeship programmes will be informed this policy, which will form part of our service commitment.

Any complaint regarding any aspect of the training provision should be made in writing to the Head Office at: Hall Rd, Royal British Legion Village, Aylesford ME20 7NL, for the attention of the Head of Skills, as soon as possible but in any event within 14 days of the incident. The details of the incident/allegation should be recorded in as much detail as possible to allow a comprehensive investigation to be carried out. Records of all complaints will be retained for a period of three years, in accordance with RBLI GDPR procedure which is available on request.

All complaints must be substantiated with clear evidence, RBLI cannot investigate complaints based on speculation. Any evidence must be submitted at the time of the complaint.

The Head of Skills / Quality Manager, are responsible for dealing with complaints. If the complaint is about the Head of Skills or the Quality Manager, the Executive Director ES will investigate the matter supported by RBLI group HR staff. The nominated Quality Manager will log the complaint and track the case to ensure it is dealt with promptly and effectively and ensure all of the relevant managers and staff are consulted as part of the investigation.

Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints will be dealt with in the following manner:

Confidentiality

During an investigation, RBLI, in accordance with GDPR, will aim to keep the identity of the complainant confidential, but RBLI cannot guarantee it. We will need to share relevant details with appropriate staff in order to carry out a full and thorough investigation, however this will be kept to a minimum. In sufficiently serious cases, we may reveal your identity to the police or other authorities.

Monitoring & Review

The Head of Skills / Apprenticeship Manager will monitor the level of complaints and feedback on a quarterly basis Executive Director, ES to the analysing the range and type of complaints/feedback, response times, speed of complaint resolution, including identifying trends in teams, locations, subjects and implementation of effective corrective action procedures.

This policy will be reviewed annually by the Head of Skills, to ensure that it continues to meet business needs, including adopting recognised industry best practice. The Quality Manager will report to the Executive Director ES, who together with the Head of Skills, will determine the effectiveness of the policy and whether any changes are needed.

Contact details for Further Action

In the unlikely instance that a complaint remains unresolved, the following contact details can be used for apprenticeship escalation.

ESFA complaints team
complaints.ESFA@education.gov.uk

or, in writing to:
Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road, Coventry, CV1 2WT
The ESFA will reply to let you know what will happen next.

If you are unhappy with any issues relating to external activities e.g. External Quality assurance or delays in issuing certificates or concerns relating to agreeing End Point Assessment activity the following can be contacted. Note each organisation will have its own complaints procedure which will be published on their web-site.

For apprenticeship standards End Point Assessment complaints:

End Point Assessment depends on the organisation chosen by the employer – complaint contact details will be notified at induction.